

2000

# Consumer Satisfaction

*for*

## Marshall Habilitation Center

Community-based Services

Division of Mental Retardation and Developmental Disabilities  
Habilitation Center



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*Thanks to the many people who completed the survey and to the staff of participating agencies. Thanks to the members of the Consumer Satisfaction Work Group, the Outcomes Work Group and the Performance Measurement Group.*

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# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2000

Division of Mental Retardation and Developmental  
Disabilities - Habilitation Center

**Agency:** Marshall Habilitation Center

### Demographics

		Total Served		Agency Survey Returns
		State	Agency	Habilitation Consumers
<b>SEX</b>	Male	63.5%	68.8%	53.3%
	Female	36.5%	31.3%	46.7%
<b>RACE</b>	White	77.1%	86.1%	100.0%
	Black	21.7%	12.5%	0%
	Hispanic	0%	0%	0%
	Native American	0%	0%	0%
	Pacific Islander	0%	0%	0%
	Other	1.3%	1.4%	0%
<b>MEAN AGE</b>	0-17	1.8%	3.1%	0%
	18-49	73.1%	67.6%	0%
	50+	25.1%	29.3%	100.0%

### Sample Size

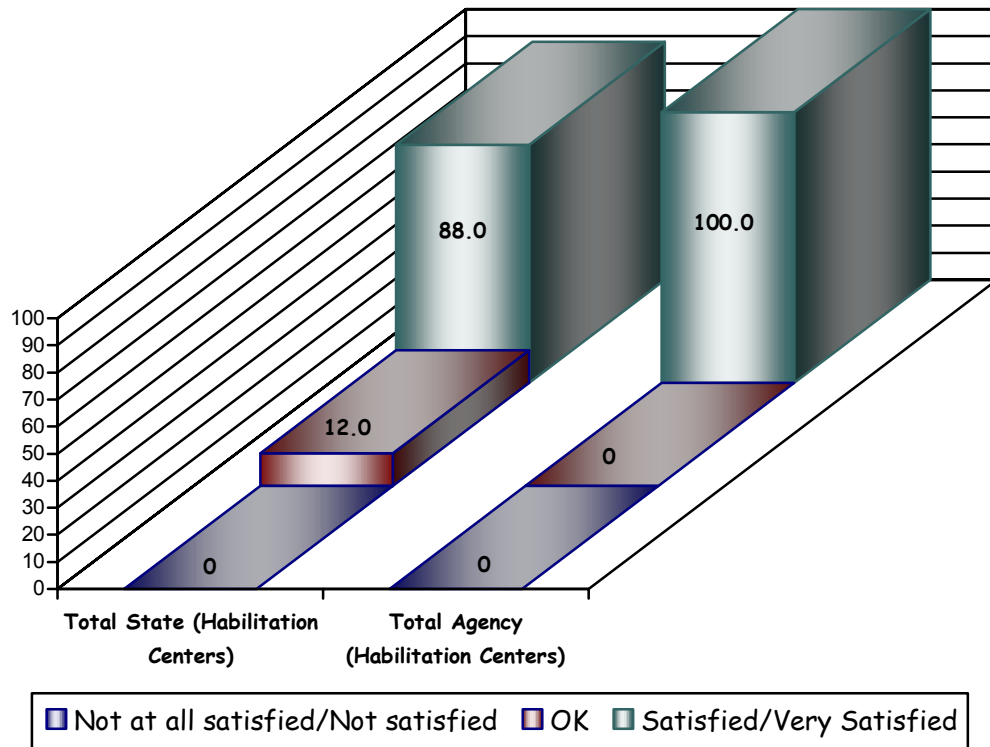
	Number in Selected Sample	Number of Forms Returned	Percent of Forms Sent Returned
<b>CONSUMERS:</b>			
Total State	74	55	74.3%
Total Agency	17	17	100.0%
This sample represents a 3% random sample from each habilitation center.			

# Services for the Deaf or Hard of Hearing

*The following represents the percentage of affirmative responses for each item. Item 1(a) "Do you use sign language?" reflects the percent of only those who are deaf or hard of hearing who use sign language. Item 1(b) "Did this agency have signing staff?" reflects the percentage of agencies that deaf or hard of hearing consumers identified as having signing staff available for those who use sign language.*

	Totals	
	State	Agency
1. Are you deaf or hard of hearing?	10.9%	0%
1(a). If yes, do you use sign language?	20.0%	0%
1(b). If yes, did this agency have signing staff?	100.0%	0%
2. Did this agency use interpreters?	16.7%	0%

## Overall Satisfaction with Services: Total Agency

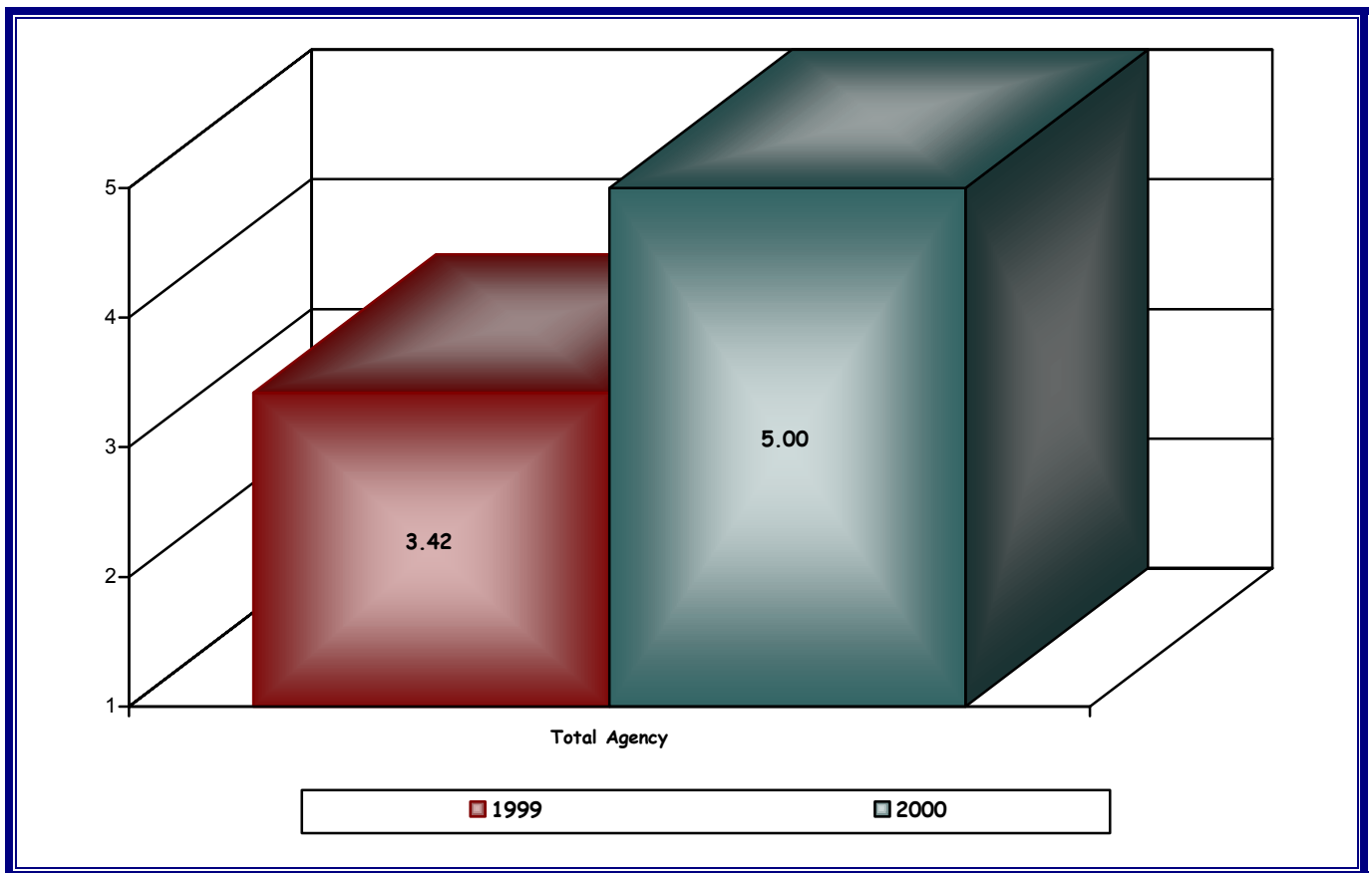


*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

### Some of the key findings were:

- Overall, 88.0% of the individuals served by the Division of Mental Retardation and Developmental Disabilities in the Habilitation Centers were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency who rated it as "satisfied" or "very satisfied" was higher than the state average (100.0% for this agency versus 88.0% for the state).

## Service Means Comparison of 1999 & 2000



### Comparison of 1999 & 2000 Mean Ratings

Some of the key findings were:

- The mean satisfaction with services rating for this agency was 3.42 in 1999 and 5.00 in 2000.
- The overall mean satisfaction with services rating has increased this year.

# Satisfaction with Services

How satisfied are you . . .	Total Consumers		Habilitation Center Consumers	
	State	Agency	State	Agency
1. with the people who are paid to support you?	4.65 (26)	5.00 (10)	4.65 (26)	5.00 (10)
2. with how much your support staff are helpful?	4.78 (27)	5.00 (10)	4.78 (27)	5.00 (10)
3. with how staff and/or case manager keeps things about you and your life confidential or private?	4.33 (24)	5.00 (10)	4.33 (24)	5.00 (10)
4. that your Individual Habilitation Plan has what you want in it?	4.58 (24)	5.00 (10)	4.58 (24)	5.00 (10)
5. with how the case manager and support people are doing what your plan says they should do?	4.76 (25)	5.00 (10)	4.76 (25)	5.00 (10)
6. that the staff respect who you are? (your family background and values; racial background, your religion?)	4.76 (25)	5.00 (10)	4.76 (25)	5.00 (10)
7. with the supports and services that you receive?	4.76 (25)	5.00 (10)	4.76 (25)	5.00 (10)
8. that the staff treats you with respect, courtesy, caring, and kindness?	4.56 (27)	5.00 (10)	4.56 (27)	5.00 (10)
9. that where you live is clean and comfortable?	4.54 (26)	5.00 (10)	4.54 (26)	5.00 (10)
10. that the meals are good, nutritious and in sufficient amounts?	4.29 (28)	5.00 (10)	4.29 (28)	5.00 (10)
<b>How safe do you feel...</b>				
11. in the facility?	4.46 (26)	5.00 (10)	4.46 (26)	5.00 (10)
The first number represents a mean rating. Scale: 1=Sad/Not happy ... 5=Happy [Two additional items were possible: "Do not understand" and "Does not apply to me"]. The number in parentheses represents the number responding to this item.				

## Some of the key findings were:

- The participants in the Division of Mental Retardation and Developmental Disabilities Habilitation Centers were satisfied with the services they received. All ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency were very high with all ratings at a mean of 5.00.

## Previous Feedback

The last page of the survey offered people the opportunity to address any issues by writing in comments. These hand-written comments were copied and faxed back to your agency as they were received. The primary purposes for this action was to allow for immediate feedback from the people you serve, to give you the opportunity to make any necessary improvements, and to pass along compliments to your staff.

## Sampling Methodology

Consumer Satisfaction Forms were given to people served by ADA and CPS during April 2000. For MRDD, data was collected through interviews.

People who received services from more than one program or agency received more than one survey. Therefore, some people completed more than one survey.

While this method may not have achieved a sufficient sample size to represent the opinions of all people who receive services from each provider, the survey has provided people with an opportunity to express their opinions and concerns. Giving the majority of people who receive DMH services a quick and simple way to express opinions and concerns about service quality is a major aim of this process.

## Use of Data and Quality Improvement

The methods of data collection, the survey content and the survey results should all be considered in terms of quality improvement. The Missouri Department of Mental Health Satisfaction Survey has been designed as a quality improvement process, not as traditional mental health research.

There are two primary uses of this data. First, this data gives the Department of Mental Health an expression of the level of satisfaction of the people served by the Missouri DMH system as a whole.

Second, this data is designed to support quality improvement processes at the provider level. Each provider will have a basis upon which to compare the level of satisfaction of the people who receive services at their agency with other providers of their type and the state as a whole. This comparison makes it possible for each provider to improve the quality of the services they offer. In addition, each provider can get a clear idea of some of the issues that are important to the people they serve.

It is important to understand the context of services at each agency when interpreting the meaning of survey results. Differences in the population served at each agency, variations in service provision, and particular cultural characteristics of the community in which services take place must be taken into account as providers use this information to improve the quality of services. This report does not attempt to take into account these variations. As your agency engages in quality improvement, it is your responsibility to understand and take into account these local variations in order to make the most of the information contained within this report.

*Please forward any suggestions for improvement of the survey process to Gary Harbison, Outcomes, Missouri Department of Mental Health, PO Box 687, Jefferson City, Missouri 65102. Additional information about survey results may be obtained by contacting Christine Rinck, Ph.D., University of Missouri-Kansas City Institute for Human Development, 2220 Holmes, 3rd Floor, Kansas City, Missouri 64108.*